

Grage, Joseph

From: Rohit Murti <rohit.murti@ring.com>
Sent: Wednesday, June 19, 2019 4:18 PM
To: Grage, Joseph
Subject: Ring's Law Enforcement Program - Neighbors Portal By Ring

Follow Up Flag: Flag for follow up
Flag Status: Completed

Lieutenant Grage,

Thank you for your interest in our law enforcement program - Neighbors Portal by Ring. Please find a summary of our program, below.

Program Summary

Our platform combines the deterrent value of a visible security system (devices) with the power of an actively engaged community ([via a free app](#)) to reduce criminal activity and to help solve open investigations.

Neighbors Portal is Law Enforcement's access to our platform. Highlights include:

1. **No Cost** - Neighbors Portal by Ring is a free service offered to Law Enforcement.
2. **Community Engagement** - Law Enforcement's ability to join the conversation on the [Neighbors](#) app (in response to videos or comments posted by the Neighbors community).
3. **Alerts** - Ability to post alerts based on proximity to the recipient, in the [Neighbors](#) app.
4. **Video Request** - Ability to request videos from Ring device owners who may have captured footage, that may be of help to you for new or active investigations.

We would love to share information on the program through a live webinar, as per your convenience and availability. Please have a look at the link below and book a time that works for you. The webinar shouldn't take us more than 1 hour.

Booking Link: <https://calendly.com/rohitmurti>

While we encourage the participation of as many officers as are interested, the presence of the following personnel would be essential to ensure optimal experience and results with Neighbors Portal by Ring:

- Partnership Coordinator
- Public Information Officer / Social Media Liaison
- Investigative - CID / Crime / Property Crime
- Community Outreach Officer
- Social Media Coordinator

Please ensure you have the following:

- Screen, so that we may share our screen with you
- Speakers (desktop, laptop or external)
- Mic

Acquaintance with the [Neighbors](#) app, prior to our meeting, would be beneficial for engagement. Please feel free to call or email me if you have any questions. Thank you for your time. We look forward to hearing from you.

Sincerely,

Rohit D. Murti

Community Partnerships Manager

T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)

Join the new neighborhood watch.

Grage, Joseph

From: Rohit Murti <rohit.murti@ring.com>
Sent: Wednesday, June 19, 2019 4:17 PM
To: Anthony Modestine
Cc: Grage, Joseph
Subject: Re: Law Enforcement Contact

Anthony,
Thank you for the introduction.

Lieutenant Grage,
Thank you for your interest in our law enforcement program - Neighbors Portal by Ring. Please allow me to present the Portal to you and your team in the form of a live webinar. I will share information in a separate email. Please feel free to call or email me if you have any questions.

Thank you for your time and interest in Neighbors Portal by Ring.

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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Santa Monica, CA 90404
www.ring.com



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On Tue, Jun 18, 2019 at 7:26 AM Anthony Modestine <anthony.modestine@ring.com> wrote:
Lt Grage,

My apologies on this, Rohit is CC'd in this email!

Anthony Modestine

Partner Success Associate
Anthony@ring.com



1200 Atwater Dr Ste 225
Malvern, Pa 19355
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Mon, Jun 17, 2019 at 7:26 PM Grage, Joseph <GrageJ@villageoflombard.org> wrote:
Good Evening,

I never heard from Rohit on this. What would Eohit's email be?

Lt. Joe Grage #754
Lombard Police Department
Investigations Division/Traffic Safety Unit
Traffic Crash Reconstructionist
Desk: 630-873-4667

On Jun 7, 2019, at 12:55, Anthony Modestine <anthony.modestine@ring.com> wrote:

Good Morning Lt Grage,

Thanks for reaching out and it's a pleasure to e-meet you. I would be happy to point you in the right direction to learn more about the Neighbors Portal and how to obtain this free access. Please allow me to introduce Rohit Murti who is CC'd on this email. Rohit will be able to set up a webinar meeting with yourself and others from the department to show you how this platform works.

Rohit, can you please reach out to Lt Joseph Grage of the Lombard Police Department - IL and provide them a full overview of the Neighbors Portal.

Thanks and again its a pleasure to meet you, I look forward to seeing your department on the Portal soon!

Anthony Modestine

Partner Success Associate
Anthony@ring.com

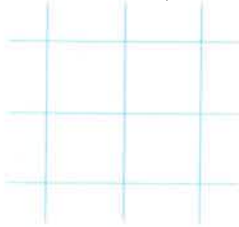


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Malvern, Pa 19355
www.ring.com



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On Fri, Jun 7, 2019 at 9:32 AM Grage, Joseph <GrageJ@villageoflombard.org> wrote:



Good Morning,

I was referred to you by the Addison IL Police Department as a contact for law enforcement with Ring. I am very interesting in finding out what assistance Ring can provide to law enforcement ([REDACTED]) and how we go about getting access. Thanks for your help!

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148



Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

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Neighbors by Ring

Memorandum of Understanding

This agreement is entered into this _____ day of _____, 2019 by and between Ring LLC ("Ring") and Lombard Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Lombard's ("Village") neighborhoods safer.

- Neighbors by Ring app ("Neighbors App") is a digital neighborhood watch that both law enforcement and the public may access free of charge by downloading the Neighbors App (iOS and Android).
- The Neighbors App allows users to share and comment on real time crime and safety events in their neighborhood.
- As part of the program, Agency may:
 - Utilize the critical crime and safety events that are posted in the Neighbors App by Ring Neighbors to assist in law enforcement operations and investigations; and
 - Post information relating to critical incidents and other incidents in the app to keep Ring Neighbors informed regarding issues in their neighborhoods.

With an understanding that a robust, active and engaged user community is essential to the immediate, sustained and ongoing success of the program, the parties agree to the following responsibilities:

Ring

- Make the Neighbors App available to Village residents free of charge.
- Make the Neighbors Portal available to Agency free of charge, including ongoing support and training for Agency employees.

Agency

- Maintain appropriate access controls for Agency personnel to use the Neighbors Portal.

Press Release

The parties shall agree to a joint press release to be mutually approved by the parties. Neither party may use the other party's name, logo, or likeness in any advertising or press release without prior written approval of the other party. Notwithstanding the foregoing, Ring shall be permitted to provide in-app alerts to Ring Neighbors announcing Agency's participation in the Neighbors App.

Term

Agency's participation in the program shall commence upon Agency's acceptance of these program terms. Either party may terminate Agency's participation in the program at any time by providing 30 days' written notice to the other party; provided that in the case of material breach of this Agreement by the Agency, Ring shall only be required to provide three days' written notice to Agency.

Privacy and Terms of Use

Ring will not provide any customer personal information, including video footage, to Agency without the prior

consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

Compensation

At no point shall either party receive compensation from each other as a result of this program.

Confidentiality

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

Date: _____

By: _____

Name: _____

Title: _____

Agency

Date: _____

By: _____

Name: _____

Title: _____

Verification Code* ____ ____ ____ ____

*A four digit verification code was mailed to the primary point of contact at this agency to the address listed in public records. Please provide that code prior to submitting the MOU for processing.

Grage, Joseph

From: Rohit Murti <rohit.murti@ring.com>
Sent: Thursday, July 11, 2019 4:13 PM
To: Grage, Joseph
Subject: Re: FW: Message from PD_Detective

Hi Lieutenant,

Thank you for your email. I have shared the MOU with our team. I'm going to get this processed and get a counter signature. Once that is complete, I'll share the completed MOU with you and will make introductions to our partner success team and we will have you on-boarded. This process should take approximately 3 weeks or less. Please feel free to call or email me if you have any questions.

In the meantime, could you please help me identify the personnel in the yellow highlighted roles, along with their title, full name and email address:

- Partnership Coordinator - Lieutenant Joe Grage (gragej@villageoflombard.org)
- Public Information Officer / Social Media Liaison - TBD
- Investigative (CID/Crime/Property Crime) - TBD
- Community Outreach Officer - TBD
- Social Media Coordinator - TBD

Thank you!

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



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On Thu, Jul 11, 2019 at 12:57 PM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

MOU attached.

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148



Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

From: pdcopier@villageoflombard.org [mailto:pdcopier@villageoflombard.org]

Sent: Thursday, July 11, 2019 3:11 PM

To: Grage, Joseph

Subject: Message from PD_Detective



Neighbors by Ring
Memorandum of Understanding

This agreement is entered into this 11th day of July, 2019 by and between Ring LLC ("Ring") and Lombard Police Department ("Agency"), (collectively the "parties") and will provide Agency access to the Neighbors Portal to communicate with users of the Neighbors app ("Ring Neighbors") and encourage community engagement as we work together to make Lombard's ("Village") neighborhoods safer.

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Agency

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consent of the owner or properly issued legal process that complies with federal and state law, as applicable. Agency agrees to use the Neighbors Portal only as expressly authorized by Ring and only in connection with bona fide Agency work. Ring's terms of service and privacy notice, as posted on Ring.com, shall apply to all uses of the Neighbors App and, as applicable, the Neighbors Portal.

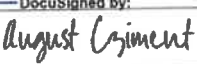
Compensation

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Confidentiality

Unless otherwise required by law, the Parties shall not disclose the terms of this program or any information that is designated as confidential or that, given the nature of the information or the circumstances surrounding its disclosure, reasonably should be considered as confidential.

RING LLC

Date: 7/13/2019
By: 
DocuSigned by:
369F1A1F19C3476...

Name: August Cziment

Title: Director of Operations

Agency

Date: 7/11/19

By: 

Name: Roy NEWTON

Title: CHIEF OF POLICE

Verification Code* 

*A four digit verification code was mailed to the primary point of contact at this agency to the address listed in public records. Please provide that code prior to submitting the MOU for processing.

Grage, Joseph

From: Rohit Murti <rohit.murti@ring.com>
Sent: Friday, July 12, 2019 10:58 AM
To: Grage, Joseph
Cc: Meade, Avis; Ranallo, Benny
Subject: Re: FW: Message from PD_Detective

Good morning Lieutenant,

Thank you for sharing!

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



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On Fri, Jul 12, 2019 at 7:48 AM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

Good Morning,

Here are our designations:

- Partnership Coordinator - Lieutenant Joe Grage (gragej@villageoflombard.org)
- Public Information Officer / Social Media Liaison – Avis Meade (meadea@villageoflombard.org)
- Investigative (CID/Crime/Property Crime) – Sergeant Benny Ranallo (ranallob@villageoflombard.org)

- Community Outreach Officer – Avis Meade (meadea@villageoflombard.org)
- Social Media Coordinator – Avis Meade (meadea@villageoflombard.org)

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148



Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

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From: Rohit Murti [mailto:rohit.murti@ring.com]

Sent: Thursday, July 11, 2019 4:13 PM

To: Grage, Joseph

Subject: Re: FW: Message from PD_Detective

Hi Lieutenant,

Thank you for your email. I have shared the MOU with our team. I'm going to get this processed and get a counter signature. Once that is complete, I'll share the completed MOU with you and will make introductions to our partner success team and we will have you on-boarded. This process should take approximately 3 weeks or less. Please feel free to call or email me if you have any questions.

In the meantime, could you please help me identify the personnel in the yellow highlighted roles, along with their title, full name and email address:

- Partnership Coordinator - Lieutenant Joe Grage (gragej@villageoflombard.org)
- Public Information Officer / Social Media Liaison - TBD
- Investigative (CID/Crime/Property Crime) - TBD
- Community Outreach Officer - TBD
- Social Media Coordinator - TBD

Thank you!

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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www.ring.com



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On Thu, Jul 11, 2019 at 12:57 PM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

MOU attached.

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148



Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

From: pdcopier@villageoflombard.org [mailto:pdcopier@villageoflombard.org]

Sent: Thursday, July 11, 2019 3:11 PM

To: Grage, Joseph

Subject: Message from PD_Detective

Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Monday, July 15, 2019 3:30 PM
To: Rohit Murti
Cc: Grage, Joseph
Subject: Re: Introduction to Kyle Demmin - Lombard Police Department, IL

Thanks for the introduction, Rohit!

Lt. Grage,

It's a pleasure to meet you and looking forward to working together. The next step in this process is to jump on a quick 20 minute or so phone call to review items.

Do the following times work for you:

- Monday, July 22nd anytime after 10am CDT
- Tuesday, July 23rd 11:00am CDT
- Thursday, July 25th 3:00pm CDT

Please let me know and I'll schedule accordingly.

Best,
Kyle

On Mon, Jul 15, 2019 at 11:56 AM Rohit Murti <rohit.murti@ring.com> wrote:
Lieutenant Grage,

Great news! The MOU agreement is fully signed. Attached, is the document for your records. I've copied your Partner Success Manager, Kyle Demmin, who will set up a 30 minute call with you to discuss the next steps of Lombard Police Department's Neighbors Portal onboarding.

Thank you for your time. We look forward to working with you!

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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Santa Monica, CA 90404
www.ring.com



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Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



1523 26th St.
Santa Monica, CA 90404
www.ring.com



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Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Tuesday, July 16, 2019 5:46 PM
To: Grage, Joseph
Subject: Re: Introduction to Kyle Demmin - Lombard Police Department, IL

That works for me. I'll send over calendar invite now.

On Tue, Jul 16, 2019 at 7:26 AM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

How about July 22nd at 1pm CDT?

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148



Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]
Sent: Monday, July 15, 2019 3:30 PM
To: Rohit Murti
Cc: Grage, Joseph
Subject: Re: Introduction to Kyle Demmin - Lombard Police Department, IL

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- Thursday, July 25th 3:00pm CDT

Please let me know and I'll schedule accordingly.

Best,

Kyle

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Thank you for your time. We look forward to working with you!

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



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Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Santa Monica, CA 90404
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Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Santa Monica, CA 90404
www.ring.com



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Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Monday, July 22, 2019 1:39 PM
To: Grage, Joseph; Ranallo, Benny
Subject: Scheduling Webinar - Lombard PD

Follow Up Flag: Follow up
Flag Status: Completed

Hi Joe and Benny,

Thanks again for your time this afternoon. Before I send out the recap email and follow up information, would love to schedule the webinar first.

Does your team have availability on **Wednesday, July 31st from 10:00am - 11:00am CT?**

Those who need to attend the call:

- All coordinators (Primary, Investigations, PIO)
- Early users of Portal - Anyone from investigations or community outreach that you believe will be using Portal on a frequent basis

This will be a train the trainer type style. During the 2nd half of this call, I'll have one of the coordinators do a screen share where I'll walk everyone through a live process of creating a post or a comment.

Please confirm if this date works for everyone.

Best,
Kyle

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Santa Monica, CA 90404
www.ring.com



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Neighbors Portal Resource Center

Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Thursday, July 25, 2019 12:29 PM
To: Grage, Joseph
Cc: Ranallo, Benny
Subject: Recap of Call - Ring Neighbors Portal

Hi Joe and Benny,

Thank you for connecting with me earlier this week. Below you'll find a recap of our call and next steps.

Recap of Onboarding Steps

1. Assessment Webinar
 - a. Prior to our webinar, I'll provide Lombard PD with a roll out plan of how to utilize Portal for your department
2. In-App Announcement
 - a. Ring will notify our existing Neighbors app users in your community that Lombard Police Department has joined
 - b. Your PIO approves and schedules the in-app announcement
3. Neighbors Portal Activation and Account creation
 - a. Once announced, I'll activate your Neighbors Portal and create accounts for the Coordinators and Early Adopters
4. Workshop Webinar & Remote Web Onboarding
 - a. All coordinators and Early Adopters will bring their Neighbors Portal accounts to a webinar and we will comment, post and/or video request

Next Steps:

1. Connect with Avis to bring up to speed
2. In-App Announcement
 - a. Can you connect me with Avis to begin the in-app announcement process?
3. Beats Map
4.
 - a. Needed so we can create your Assigned Areas
 - b. **Please send me a PDF or JPEG of your beats/districts.**
5. **Webinar Date:**
 - a. Does Monday, August 5th or Wednesday August 7th work??

All the best,

Kyle

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Santa Monica, CA 90404
www.ring.com



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[Neighbors Portal Resource Center](#)

Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Tuesday, July 30, 2019 2:47 PM
To: Grage, Joseph
Cc: Ranallo, Benny
Subject: Re: Scheduling Webinar - Lombard PD

Hi Joe and Benny,

Does tomorrow at 2pm no longer work? I'm available on Monday August 5th and Wednesday August 7th. Would one of those days work instead? We can narrow in on time from there.

Best,
Kyle

On Tue, Jul 30, 2019 at 12:20 PM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

Good Afternoon,

What are some other dates?

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org



Web: www.villageoflombard.org

Follow us:   

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Best,

Kyle

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Kyle Demmin

Partner Success Manager
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Kyle Demmin

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kyle.demmin@ring.com
714-381-6291



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Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Wednesday, July 31, 2019 10:47 AM
To: Grage, Joseph
Cc: Ranallo, Benny
Subject: Re: Scheduling Webinar - Lombard PD

That works for me. I've sent an updated calendar invite to you both.

On Wed, Jul 31, 2019 at 8:08 AM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

How about Monday, August 5th at 1pm CST?

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

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Cc: Ranallo, Benny
Subject: Re: Scheduling Webinar - Lombard PD

Hi Joe and Benny,

Does tomorrow at 2pm no longer work? I'm available on Monday August 5th and Wednesday August 7th. Would one of those days work instead? We can narrow in on time from there.

Best,

Kyle

On Tue, Jul 30, 2019 at 12:20 PM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

Good Afternoon,

What are some other dates?

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org



Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]

Sent: Monday, July 22, 2019 1:39 PM

To: Grage, Joseph; Ranallo, Benny

Subject: Scheduling Webinar - Lombard PD

Hi Joe and Benny,

Thanks again for your time this afternoon. Before I send out the recap email and follow up information, would love to schedule the webinar first.

Does your team have availability on **Wednesday, July 31st from 10:00am - 11:00am CT?**

Those who need to attend the call:

- All coordinators (Primary, Investigations, PIO)
- Early users of Portal - Anyone from investigations or community outreach that you believe will be using Portal on a frequent basis

This will be a train the trainer type style. During the 2nd half of this call, I'll have one of the coordinators do a screen share where I'll walk everyone through a live process of creating a post or a comment.

Please confirm if this date works for everyone.

Best,

Kyle

--

Kyle Demmin

Partner Success Manager

kyle.demmin@ring.com

714-381-6291



1523 26th St.
Santa Monica, CA 90404
www.ring.com



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Partner Success Manager

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Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Monday, August 05, 2019 1:51 PM
To: Grage, Joseph
Subject: Excel Sheet
Attachments: Law Enforcement User List.xlsx

Hi Joe,

I'll follow up with longer email here shortly, but to expedite account invites I've attached the excel sheet we discussed.

I'll have the account invites sent over this evening once I get the file back.

Thanks!

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
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[illegible]

[illegible]

Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Monday, August 05, 2019 10:50 AM
To: Grage, Joseph
Cc: Ranallo, Benny
Subject: Re: Scheduling Webinar - Lombard PD

Hi Joe and Benny,

Wanted to confirm that we are still scheduled for today from 1p-2p CT. Please let me know if anything has changed.

Best,
Kyle

On Wed, Jul 31, 2019 at 8:46 AM Kyle Demmin <kyle.demmin@ring.com> wrote:
That works for me. I've sent an updated calendar invite to you both.

On Wed, Jul 31, 2019 at 8:08 AM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

How about Monday, August 5th at 1pm CST?

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148




Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org



Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]

Sent: Tuesday, July 30, 2019 2:47 PM

To: Grage, Joseph

Cc: Ranallo, Benny

Subject: Re: Scheduling Webinar - Lombard PD

Hi Joe and Benny,

Does tomorrow at 2pm no longer work? I'm available on Monday August 5th and Wednesday August 7th. Would one of those days work instead? We can narrow in on time from there.

Best,

Kyle

On Tue, Jul 30, 2019 at 12:20 PM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

Good Afternoon,

What are some other dates?

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148



Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]

Sent: Monday, July 22, 2019 1:39 PM

To: Grage, Joseph; Ranallo, Benny

Subject: Scheduling Webinar - Lombard PD

Hi Joe and Benny,

Thanks again for your time this afternoon. Before I send out the recap email and follow up information, would love to schedule the webinar first.

Does your team have availability on **Wednesday, July 31st from 10:00am - 11:00am CT?**

Those who need to attend the call:

- All coordinators (Primary, Investigations, PIO)
- Early users of Portal - Anyone from investigations or community outreach that you believe will be using Portal on a frequent basis

This will be a train the trainer type style. During the 2nd half of this call, I'll have one of the coordinators do a screen share where I'll walk everyone through a live process of creating a post or a comment.

Please confirm if this date works for everyone.

Best,

Kyle

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Monday, August 05, 2019 2:06 PM
To: Grage, Joseph; Ranallo, Benny
Subject: Webinar Recap Email
Attachments: PD In App Alert Message.pdf

Hi Joe & Benny,

Thank you for connecting with me earlier. Below you'll find a recap of our call and next steps.

Recap of Onboarding Next Steps

1. In-App Announcement
 1. Ring will notify our existing Neighbors app users in your community that **Lombard PD** has joined
 2. Scheduled: **Tuesday, August 6th**
 3. Please see attached for the template In App Announcement
2. Neighbors Portal Activation and Account creation
 1. Once announced, I'll activate your Neighbors Portal and create accounts for those listed on the excel sheet
3. Welcome Post
 1. After the In App Announcement has gone out, please be sure to create your first Welcome Post in Portal.
4. Social Media Post
 1. Once the In App Announcement goes out, I'll follow up with an email that'll have PR information
 2. Happy to chat more about this on the phone if you'd like

Please let me know if you have any questions or if there's anything else I can do to help. I hope that the Portal will be a valuable and effective tool for your department to utilize.

All the best,

Kyle

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Santa Monica, CA 90404
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[City Name]

Map



Officer Smith

1 MIN AGO

Attempted break-in on Main St.

Please stay clear of the area until further notice.



Neighbor

NOW

Thanks for the heads up!

[Dept Name] Police Department has joined Neighbors

Your Neighborhood Watch just got a whole lot stronger.

We're excited to announce that the [Dept Name] Police Department [(Dept Acronym)] has joined Neighbors in your area! This will allow [Dept Acronym] to post crime and safety incidents directly to your Neighbors feed in the Ring app to keep you informed of critical events. It will also allow [Dept Acronym] to see posts that you share so they are aware of critical events and are able to respond.

The more you post critical events, the more [Dept Acronym] can help. By working together, we can all make [City Name] a safer community.



Helpful



Comment



New Alert

Share

Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Monday, August 05, 2019 3:18 PM
To: Grage, Joseph
Subject: Re: Excel Sheet

Perfect, thanks for sending over.

I'll get these out tonight and we'll go live tomorrow.

I'll confirm tomorrow once everything is out.

On Mon, Aug 5, 2019 at 12:44 PM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148



Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]

Sent: Monday, August 05, 2019 1:51 PM

To: Grage, Joseph
Subject: Excel Sheet

Hi Joe,

I'll follow up with longer email here shortly, but to expedite account invites I've attached the excel sheet we discussed.

I'll have the account invites sent over this evening once I get the file back.

Thanks!

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Grage, Joseph

From: Ranallo, Benny
Sent: Monday, August 05, 2019 3:59 PM
To: Grage, Joseph
Subject: FW: Webinar Recap Email
Attachments: PD In App Alert Message.pdf

COOL



SGT. BENNY RANALLO
Lombard Police Department
235 E. Wilson Ave.
Lombard, IL 60148

Phone: (630) 873-4468
Fax: (630) 873-4496
ranallo@villageoflombard.org
Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin
[\[mailto:kyle.demmin@ring.com\]](mailto:kyle.demmin@ring.com)
Sent: Monday, August 05, 2019 2:06 PM
To: Grage, Joseph; Ranallo, Benny
Subject: Webinar Recap Email

Hi Joe & Benny,

Thank you for connecting with me earlier.

Below you'll find a recap of our call and next steps.

Recap of Onboarding Next Steps

1. In-App Announcement
 1. Ring will notify our existing Neighbors app users in your community that **Lombard PD** has joined
 2. Scheduled: **Tuesday, August 6th**
 3. Please see attached for the template In App Announcement
2. Neighbors Portal Activation and Account creation
 1. Once announced, I'll activate your Neighbors Portal and create accounts for those listed on the excel sheet
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 1. Once the In App Announcement goes out, I'll follow up with an email that'll have PR information
 2. Happy to chat more about this on the phone if you'd like

Please let me know if you have any questions or if there's anything else I can do to help. I hope that the Portal will be a valuable and effective tool for your department to utilize.

All the best,

Kyle

--

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[City Name]

Map



Officer Smith

1 MIN AGO

Attempted break-in on Main St.

Please stay clear of the area until further notice.



Neighbor

NOW

Thanks for the heads up!

[Dept Name] Police Department has joined Neighbors

Your Neighborhood Watch just got a whole lot stronger.

We're excited to announce that the [Dept Name] Police Department [(Dept Acronym)] has joined Neighbors in your area! This will allow [Dept Acronym] to post crime and safety incidents directly to your Neighbors feed in the Ring app to keep you informed of critical events. It will also allow [Dept Acronym] to see posts that you share so they are aware of critical events and are able to respond.

The more you post critical events, the more [Dept Acronym] can help. By working together, we can all make [City Name] a safer community.



Helpful



Comment



New Alert



Share

Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Tuesday, August 06, 2019 9:02 AM
To: Grage, Joseph
Cc: Meade, Avis
Subject: Re: Excel Sheet
Attachments: PD In App Alert Message.pdf

Morning Joe & Avis,

The Neighbors In App post will go out around 9/10am PST.

Attached is the App Announcement format that is used for when Law Enforcement joins. I'll have you create a separate welcome post in Portal today after the announcement goes out.

On Tue, Aug 6, 2019 at 6:28 AM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

Hey Kyle,

Can you let us know when the post on the app is going to go out and what the wording is?

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:



From: Kyle Demmin [mailto:kyle.demmin@ring.com]
Sent: Monday, August 05, 2019 3:18 PM
To: Grage, Joseph
Subject: Re: Excel Sheet

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Lt. Joe Grage #754

Investigations/Traffic Safety Unit

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Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148

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Email: gragej@villageoflombard.org

Web: www.villageoflombard.org



Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]

Sent: Monday, August 05, 2019 1:51 PM

To: Grage, Joseph

Subject: Excel Sheet

Hi Joe,

I'll follow up with longer email here shortly, but to expedite account invites I've attached the excel sheet we discussed.

I'll have the account invites sent over this evening once I get the file back.

Thanks!

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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9:41 AM

100%



[City Name]

Map



Officer Smith

1 MIN AGO

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Neighbor

NOW

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The more you post critical events, the more [Dept Acronym] can help. By working together, we can all make [City Name] a safer community.



0



Helpful



Comment



Share

RING

Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Monday, August 05, 2019 6:13 PM
To: Grage, Joseph
Subject: You've been invited to join Ring Neighbors Portal



You've been invited to join Ring Neighbors Portal.

Ring invites you to join the **Lombard Police Department** in the Ring Neighbors Portal.

Neighbors Portal provides the **Lombard Police Department** with access to the Neighbors App, which is the largest crime-focused neighborhood watch in the country. You'll also have the ability to request video footage from Ring video doorbells and security cameras to assist in your investigations.

[Join Portal Now](#)

*Neighbors Portal is currently only supported in Google Chrome & Firefox browsers.
Unfortunately, Internet Explorer is currently not supported.



Email intended for gragej@villageoflombard.org.

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Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Tuesday, August 06, 2019 3:01 PM
To: Grage, Joseph
Cc: Meade, Avis
Subject: Re: Excel Sheet

Afternoon Joe & Avis,

The In App Announcement has gone out. I'll follow up with a larger email, but please feel free to start using Portal as your team is officially launched.

If you have any questions, please let me know. I'll continue to check in over the next week or two to ensure no issues getting started.

Best,
Kyle

On Tue, Aug 6, 2019 at 7:01 AM Kyle Demmin <kyle.demmin@ring.com> wrote:
Morning Joe & Avis,

The Neighbors In App post will go out around 9/10am PST.

Attached is the App Announcement format that is used for when Law Enforcement joins. I'll have you create a separate welcome post in Portal today after the announcement goes out.

On Tue, Aug 6, 2019 at 6:28 AM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

Hey Kyle,

Can you let us know when the post on the app is going to go out and what the wording is?

Lt. Joe Grage #754

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Phone: (630) 873-4667

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Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

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Subject: Re: Excel Sheet

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I'll confirm tomorrow once everything is out.

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Lt. Joe Grage #754

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Traffic Crash Reconstructionist

Lombard Police Department

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Phone: (630) 873-4667

Fax: (630) 873-4496

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Web: www.villageoflombard.org

Follow us:   

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To: Grage, Joseph

Subject: Excel Sheet

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I'll have the account invites sent over this evening once I get the file back.

Thanks!

--

Kyle Demmin

Partner Success Manager

kyle.demmin@ring.com

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Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Tuesday, August 06, 2019 3:07 PM
To: Grage, Joseph; Meade, Avis
Cc: Media
Subject: Neighbors Portal Activated + PR Materials / Guidelines - Lombard Police Department - IL

Hi Joe & Avis,

Reaching out to confirm that the in-app announcement has gone out and your Neighbors portal features are now fully active. Coordinators and Early Adopters should have received email invitations so they can log in and begin using Neighbors Portal.

PR materials and guidelines below are equally important to team success now that the partnership has shifted towards a public-facing conversation. Please review and circulate materials to your internal team as needed.

Ring's PR team is copied on this email (via media@ring.com) please be sure to connect with us if you receive any media inquiries.

Neighbors App PR Materials Folder ([click to access](#)) includes:

- Initial social media announcement templates (a great tool for informing the community)
- Key Neighbors App talking points
- Hi-res Neighbors App imagery

Custom Neighbors App Download Link: <https://download.ring.com/lombard>

Simple Text Code: 'lombardil' to 555888 from your smartphone. *(not case sensitive)*

Guidelines

- **All public facing messaging and materials that mention Ring and/or the Neighbors App must be approved by both parties**
- **Media inquiries and public requests for information about Ring or the Neighbors App should be flagged with both parties by contacting Ring's PR team via media@ring.com**
- **Per Ring's company policy, we do not publicly disclose any app user or device owner data**

- **Neighbors Portal back-end features should not be shared with the public, including** the law enforcement Neighbors Portal on desktop view, the heat map, sample video request emails or the video request process itself as they often contain sensitive investigative information

That's it for now! We'll be on standby for any questions and keep us posted on any plans for outreach.

All the best,
Kyle Demmin

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Santa Monica, CA 90404
www.ring.com



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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 10:20 AM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor28 wrote: "Great to hear Lombard is embracing the new wave of security technology. Also be ready to hear lots of reports about the wildlife that live in Lombard. The foxes and coyotes get a lot of mentions on the Ring feed. The foxes and coyotes are so fun to capture on the ring cameras but I'm partial to the parade of skunks, possums and raccoons that go by nightly that never get a shout out! "

[VIEW POST](#)



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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 10:15 AM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor25 wrote: "Wonderful!! Thank you!!"

[VIEW POST](#)



Email intended for gragej@villageoflombard.org.

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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 10:10 AM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor17 wrote: "Thank you Lombard PD! "

[VIEW POST](#)



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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 10:12 AM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor36 wrote: "LPD is always working to keep us safe! "

[VIEW POST](#)



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Grage, Joseph

From: Ring Team <videorequest@ring.com>
Sent: Wednesday, August 07, 2019 10:10 AM
To: Grage, Joseph
Subject: Urgent: Lombard Police Department needs your help

This is your copy of the Request Video email.
The links below have been disabled in this copy, but the links are active for Ring users.



Dear Neighbor,

Ring is assisting **Lieutenant Joe Grage** of the **Lombard Police Department** in requesting videos that may help with an investigation of an incident (Incident #LOPC1928730) that occurred near your home. Your Ring device may have captured video that could help. The Lombard Police Department is seeking videos recorded between: **August 2nd from 4:00 AM CDT to 5:00 AM CDT**

Share Your Ring Videos Now

[Or check your Ring videos before sharing](#)

A message from Lieutenant Grage:

The Lombard Police Department is seeking video regarding a vehicle burglar who was seen in your area. The suspect was a male white wearing tan pants, a black sweatshirt, a khaki baseball cap worn backwards, and a flashlight. Please contact Det. Camuy #770 with information at 630-873-4656. Thank you!

This is a time-sensitive matter, so please [review and share your Ring videos](#) as soon as possible. Thank you for making your neighborhood a safer place.

If you have any questions or concerns about this incident, please contact **Lieutenant Grage at Lombard Police Department and reference Incident #LOPC1928730**. If you have any other questions, reply to this email to contact the Ring Team.

Stay safe, Ring Team

Sharing your videos with law enforcement is absolutely your choice and your privacy is our priority. With this video request, law enforcement will never have access to your Ring device and none of your information (including whether you received a request) is shared with law enforcement without your consent.

By choosing to [share your Ring videos](#), the Lombard Police Department will only receive select video recordings from the requested time frame, along with your email address and physical address. So if you would like to take direct action to make your neighborhood safer, [this is a great opportunity](#). If you do not wish to share your Ring videos, no additional action is needed.

To learn more about video requests, visit our [FAQ](#).

[Please unsubscribe me from future requests to share footage](#)



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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 10:17 AM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,
A Neighbor recently [commented](#) on one of your posts:

Post Title:
[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment
Neighbor35 wrote: "Fantastic!"

[VIEW POST](#)



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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 10:12 AM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor18 wrote: "Thank you!"

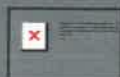
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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 11:03 AM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,
A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor44 wrote: "Welcome!"

[VIEW POST](#)



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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 11:34 AM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor27 wrote: "So happy to hear! I moved from Villa Park to Lombard in June.. this is awesome! "

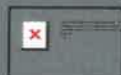
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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 12:16 PM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor22 wrote: "Thank you LPD!"

[VIEW POST](#)



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Grage, Joseph

From: Kyle Demmin <kyle.demmin@ring.com>
Sent: Wednesday, August 07, 2019 12:49 PM
To: Grage, Joseph
Subject: Re: Neighbors Portal Activated + PR Materials / Guidelines - Lombard Police Department - IL

Awesome stuff. Just saw the post you put out. Great work!

On Wed, Aug 7, 2019 at 7:06 AM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

Thanks Kyle...I am on the portal. I am up and running. I don't have any questions regarding the training, but I will reach out to you if something comes up. Thanks again!

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   



From: Kyle Demmin [mailto:kyle.demmin@ring.com]
Sent: Tuesday, August 06, 2019 3:07 PM
To: Grage, Joseph; Meade, Avis

Cc: Media

Subject: Neighbors Portal Activated + PR Materials / Guidelines - Lombard Police Department - IL

Hi Joe & Avis,

Reaching out to confirm that the in-app announcement has gone out and your Neighbors portal features are now fully active. Coordinators and Early Adopters should have received email invitations so they can log in and begin using Neighbors Portal.

PR materials and guidelines below are equally important to team success now that the partnership has shifted towards a public-facing conversation. Please review and circulate materials to your internal team as needed.

Ring's PR team is copied on this email (via media@ring.com) please be sure to connect with us if you receive any media inquiries.

Neighbors App PR Materials Folder ([click to access](#)) includes:

- Initial social media announcement templates (a great tool for informing the community)
- Key Neighbors App talking points
- Hi-res Neighbors App imagery

Custom Neighbors App Download Link: <https://download.ring.com/lombard>

Simple Text Code: 'lombardil' to 555888 from your smartphone. *(not case sensitive)*

Guidelines

- **All public facing messaging and materials that mention Ring and/or the Neighbors App must be approved by both parties**
- **Media inquiries and public requests for information about Ring or the Neighbors App should be flagged with both parties by contacting Ring's PR team via media@ring.com**
- **Per Ring's company policy, we do not publicly disclose any app user or device owner data**
- **Neighbors Portal back-end features should not be shared with the public, including the law enforcement Neighbors Portal on desktop view, the heat map, sample video request**

emails or the video request process itself as they often contain sensitive investigative information

That's it for now! We'll be on standby for any questions and keep us posted on any plans for outreach.

All the best,
Kyle Demmin

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

[Neighbors Portal Resource Center](#)

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



1523 26th St.
Santa Monica, CA 90404
www.ring.com



[Download the Neighbors App.](#)
Join the new neighborhood watch.

[Neighbors Portal Resource Center](#)

Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 12:03 PM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor39 wrote: "Welcome!"

[VIEW POST](#)



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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 11:34 AM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor27 wrote: "@Neighbor40 yes, I still get alerts from VP and moved to Lombard in June "

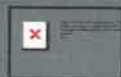
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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 10:59 AM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor45 wrote: "Glad to see you here. "

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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 10:37 AM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor46 wrote: "Thank you LPD"

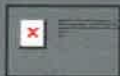
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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 3:04 PM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor50 wrote: "Nice!"

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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 4:56 PM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor34 wrote: "Still need to install my Ring but thank you!"

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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Wednesday, August 07, 2019 5:59 PM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor20 wrote: "Thanks LPD, as the 1st Line of Defense, we can use the backup."

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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Saturday, August 17, 2019 9:07 AM
To: Grage, Joseph
Subject: New Crime Alert: Motor Vehicle Stolen in Lomvard



Motor Vehicle Stolen in Lomvard

August 17, 2019

On August 10th at approximately 11:30 am, a motor vehicle was stolen at the 1000 block of E Emerson Avenue in Lombard. Victim advised his work vehicle was taken.

[View Alert](#)



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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Saturday, August 17, 2019 9:18 AM
To: Grage, Joseph
Subject: New Crime Alert: Home Burglaries in Lombard



Home Burglaries in Lombard

August 17, 2019

On August 13th at 1:01 pm, a residence was burglarized at the 300 block of West Edward Street in Lombard. The victim advised a POS restaurant computer ordering system, television, and a pair of golf clubs were taken from his shed. On August 13th at 7:35 pm, a residence was burglarized at the 300 block of West Edward Street in Lombard. The victims advised tools were taken from his vehicle and a bicycle was taken from the garage.

[View Alert](#)



Email intended for gragej@villageoflombard.org

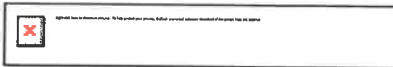
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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Sunday, August 18, 2019 7:11 AM
To: Grage, Joseph
Subject: New Crime Alert: Home Burglaries in Lombard



Home Burglaries in Lombard

August 17, 2019

On August 13th at 1:01 pm, a residence was burglarized at the 300 block of West Edward Street in Lombard. The victim advised a POS restaurant computer ordering system, television, and a pair of golf clubs were taken from his shed. On August 13th at 7:35 pm, a residence was burglarized at the 300 block of West Edward Street in Lombard. The victims advised tools were taken from his vehicle and a bicycle was taken from the garage.

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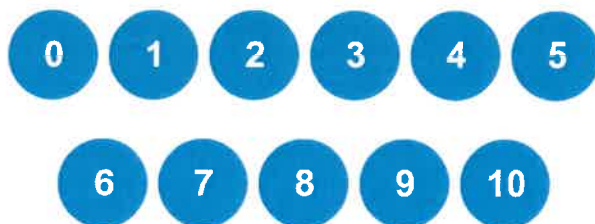


Grage, Joseph

From: Ring Team <noreply@asknicelyemail.com>
Sent: Tuesday, August 20, 2019 11:24 AM
To: Grage, Joseph
Subject: Hi Joe, just a quick question about Ring Neighbors Portal



How likely are you to recommend Ring's Neighbors Portal to others in law enforcement?



1 - Not Likely

10 - Extremely Likely

The email was sent by AskNicely on behalf of Ring's Neighbors Portal.

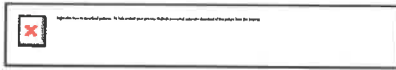
Powered by AskNicely

[Privacy](#) [Unsubscribe](#)



Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Thursday, August 22, 2019 5:34 PM
To: Grage, Joseph
Subject: New Crime Alert: 10th Home Burglary in Lombard



10th Home Burglary in Lombard

August 22, 2019

On August 16th at 9:15 pm, a home was reported burglarized at the 1100 block of S Ahrens Avenue in Lombard. The burglar took several pieces of jewelry from the residence. This is now the 10th home that has been reported burglarized in Lombard this year.

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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Thursday, August 22, 2019 5:41 PM
To: Grage, Joseph
Subject: New Crime Alert: Burglary of Domino's Pizza in Lombard



Burglary of Domino's Pizza in Lombard

August 22, 2019

On August 19th at 10:58 am, the Domino's Pizza located at 403 E North Avenue in Lombard was burglarized. An employee found the back door was damaged and slightly open. Employee advised nothing appeared disturbed or missing.

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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Thursday, August 29, 2019 10:57 AM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor41 wrote: "Lombard is the best department I've ever dealt with. We're all in good hands now :)"

[VIEW POST](#)



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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Friday, August 30, 2019 8:40 PM
To: Grage, Joseph
Subject: New Crime Alert: Fatal Hit-And-Run Kills Pedestrian In Lombard



Fatal Hit-And-Run Kills Pedestrian In Lombard

August 31, 2019

The DuPage County Sheriff's Office is investigating a fatal hit-and-run crash that claimed the life of an unidentified male early Friday on August 30th near Lombard. Police say witnesses told them a white Ford F-250 fled the scene after hitting the man as he crossed the street near Route 38 and Addison Avenue. According to eyewitnesses, the driver fled east after he hit the man. The man was taken to Advocate Good Samaritan Hospital, where he was pronounced dead. Anyone with information about this crash is urged to call the DuPage County Sheriff's Office.

[View Alert](#)



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Grage, Joseph

From: Ring Team <no-reply@ring.com>
Sent: Saturday, August 31, 2019 4:53 PM
To: Grage, Joseph
Subject: New Comment Added to Your Post: "The Lombard Police Department is on Neighbors!"



Hi Lieutenant Grage,

A Neighbor recently [commented](#) on one of your posts:

Post Title:

[The Lombard Police Department is on Neighbors!](#)

Neighbor Comment

Neighbor24 wrote: "Nice!"

[VIEW POST](#)



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[illegible]

[illegible]

Assigned Area
(Is this person assigned
to a specific beat/area
or the entire
jurisdiction?)

Grage, Joseph

From: Grage, Joseph
Sent: Friday, June 07, 2019 8:32 AM
To: 'anthony@ring.com'
Subject: Law Enforcement Contact

Good Morning,

I was referred to you by the Addison IL Police Department as a contact for law enforcement with Ring. I am very interesting in finding out what assistance Ring can provide to law enforcement (I am a Ring customer myself) and how we go about getting access. Thanks for your help!



Lt. Joe Grage #754

Investigations/Traffic Safety Unit
Traffic Crash Reconstructionist
Lombard Police Department
235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

Grage, Joseph

From: Grage, Joseph
Sent: Monday, June 17, 2019 6:26 PM
To: Anthony Modestine
Subject: Re: Law Enforcement Contact

Good Evening,

I never heard from Rohit on this. What would Eohit's email be?

Lt. Joe Grage #754
Lombard Police Department
Investigations Division/Traffic Safety Unit
Traffic Crash Reconstructionist
Desk: 630-873-4667

On Jun 7, 2019, at 12:55, Anthony Modestine <anthony.modestine@ring.com> wrote:

Good Morning Lt Grage,

Thanks for reaching out and it's a pleasure to e-meet you. I would be happy to point you in the right direction to learn more about the Neighbors Portal and how to obtain this free access. Please allow me to introduce Rohit Murti who is CC'd on this email. Rohit will be able to set up a webinar meeting with yourself and others from the department to show you how this platform works.

Rohit, can you please reach out to Lt Joseph Grage of the Lombard Police Department - IL and provide them a full overview of the Neighbors Portal.

Thanks and again its a pleasure to meet you, I look forward to seeing your department on the Portal soon!

Anthony Modestine

Partner Success Associate
Anthony@ring.com

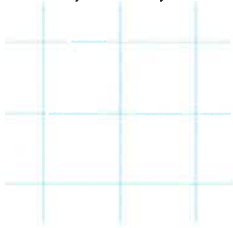


1200 Atwater Dr Ste 225
Malvern, Pa 19355



[Download the Neighbors App.](#)
Join the new neighborhood watch.

On Fri, Jun 7, 2019 at 9:32 AM Grage, Joseph <GrageJ@villageoflombard.org> wrote:



Good Morning,

I was referred to you by the Addison IL Police Department as a contact for law enforcement with Ring. I am very interesting in finding out what assistance Ring can provide to law enforcement (I am a Ring customer myself) and how we go about getting access. Thanks for your help!

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org



Web: www.villageoflombard.org

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Grage, Joseph

From: Grage, Joseph
Sent: Tuesday, June 25, 2019 3:55 PM
To: rohit.murti@ring.com
Subject: Accepted: Invitation: Joe Grage and Rohit Murti @ Wed Jul 3, 2019 12pm - 1pm (CDT)
(3 3)

Grage, Joseph

From: Grage, Joseph
Sent: Tuesday, July 02, 2019 3:55 PM
To: rohit.murti@ring.com
Subject: Accepted: Updated invitation with note: Ring's Law Enforcement Program - Neighbors Portal By Ring @ Wed Jul 3, 2019 12pm - 1pm (CDT) (3 3)

Grage, Joseph

From: Grage, Joseph
Sent: Thursday, July 11, 2019 2:57 PM
To: 'rohit.murti@ring.com'
Subject: FW: Message from PD_Detective
Attachments: SPD_Detecti19071115101.pdf

Importance: High

MOU attached.



Lt. Joe Grage #754

Investigations/Traffic Safety Unit
Traffic Crash Reconstructionist
Lombard Police Department
235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667
Fax: (630) 873-4496
Email: gragej@villageoflombard.org
Web: www.villageoflombard.org

Follow us:   

From: pdcopier@villageoflombard.org [<mailto:pdcopier@villageoflombard.org>]
Sent: Thursday, July 11, 2019 3:11 PM
To: Grage, Joseph
Subject: Message from PD_Detective

Grage, Joseph

From: Grage, Joseph
Sent: Friday, July 12, 2019 9:48 AM
To: 'Rohit Murti'
Cc: Meade, Avis; Ranallo, Benny
Subject: RE: FW: Message from PD_Detective

Good Morning,

Here are our designations:

- Partnership Coordinator - Lieutenant Joe Grage (gragej@villageoflombard.org)
- Public Information Officer / Social Media Liaison – Avis Meade (meadea@villageoflombard.org)
- Investigative (CID/Crime/Property Crime) – Sergeant Benny Ranallo (ranallob@villageoflombard.org)
- Community Outreach Officer – Avis Meade (meadea@villageoflombard.org)
- Social Media Coordinator – Avis Meade (meadea@villageoflombard.org)



Lt. Joe Grage #754

Investigations/Traffic Safety Unit
Traffic Crash Reconstructionist
Lombard Police Department
235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667
Fax: (630) 873-4496
Email: gragej@villageoflombard.org
Web: www.villageoflombard.org

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From: Rohit Murti [<mailto:rohit.murti@ring.com>]
Sent: Thursday, July 11, 2019 4:13 PM
To: Grage, Joseph
Subject: Re: FW: Message from PD_Detective

Hi Lieutenant,

Thank you for your email. I have shared the MOU with our team. I'm going to get this processed and get a counter signature. Once that is complete, I'll share the completed MOU with you and will make introductions to our partner success team and we will have you on-boarded. This process should take approximately 3 weeks or less. Please feel free to call or email me if you have any questions.

In the meantime, could you please help me identify the personnel in the yellow highlighted roles, along with their title, full name and email address:

- Partnership Coordinator - Lieutenant Joe Grage (gragej@villageoflombard.org)
- Public Information Officer / Social Media Liaison - TBD
- Investigative (CID/Crime/Property Crime) - TBD
- Community Outreach Officer - TBD
- Social Media Coordinator - TBD

Thank you!

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com



1523 26th St.
Santa Monica, CA 90404
www.ring.com



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On Thu, Jul 11, 2019 at 12:57 PM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

MOU attached.

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148



Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

From: pdcopier@villageoflombard.org [mailto:pdcopier@villageoflombard.org]

Sent: Thursday, July 11, 2019 3:11 PM

To: Grage, Joseph

Subject: Message from PD_Detective

Grage, Joseph

From: Grage, Joseph
Sent: Tuesday, July 16, 2019 9:27 AM
To: 'Kyle Demmin'
Subject: RE: Introduction to Kyle Demmin - Lombard Police Department, IL

How about July 22nd at 1pm CDT?



Lt. Joe Grage #754

Investigations/Traffic Safety Unit
Traffic Crash Reconstructionist
Lombard Police Department
235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]
Sent: Monday, July 15, 2019 3:30 PM
To: Rohit Murti
Cc: Grage, Joseph
Subject: Re: Introduction to Kyle Demmin - Lombard Police Department, IL

Thanks for the introduction, Rohit!

Lt. Grage,

It's a pleasure to meet you and looking forward to working together. The next step in this process is to jump on a quick 20 minute or so phone call to review items.

Do the following times work for you:

- Monday, July 22nd anytime after 10am CDT
- Tuesday, July 23rd 11:00am CDT
- Thursday, July 25th 3:00pm CDT

Please let me know and I'll schedule accordingly.

Best,
Kyle

On Mon, Jul 15, 2019 at 11:56 AM Rohit Murti <rohit.murti@ring.com> wrote:

Lieutenant Grage,

Great news! The MOU agreement is fully signed. Attached, is the document for your records. I've copied your Partner Success Manager, Kyle Demmin, who will set up a 30 minute call with you to discuss the next steps of Lombard Police Department's Neighbors Portal onboarding.

Thank you for your time. We look forward to working with you!

Sincerely,

Rohit D. Murti

Community Partnerships Manager
T 832.992.9910 E rohit.murti@ring.com

ring

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Santa Monica, CA 90404
www.ring.com



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Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291

ring

1523 26th St.
Santa Monica, CA 90404
www.ring.com



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Neighbors Portal Resource Center

Grage, Joseph

From: Grage, Joseph <GrageJ@villageoflombard.org>
Sent: Tuesday, July 16, 2019 5:59 PM
To: Ranallo, Benny; kyle.demmin@ring.com; ring.com_3335303235343033313336
@resource.calendar.google.com; Meade, Avis
Subject: Invitation: Lombard Police Department & Ring Neighbors Portal Intro C... @ Mon Jul 22, 2019 1pm - 1:30pm (CDT) (3 3)

Invitation: Lombard Police Department & Ring Neighbors Portal Intro C... @ Mon Jul 22, 2019 1pm - 1:30pm (CDT) (3 3)

Scheduled: Monday, Jul 22, 2019 from 13:00 to 13:30

Location: Ring HQ-WaterGarden-1-Carl Winslow (8)

Invitees: Benny Ranallo, kyle.demmin@ring.com, Ring HQ-WaterGarden-1-Carl Winslow (8), Avis Meade

Lt. Joe Grage #754
Lombard Police Department
Investigations Division/Traffic Safety Unit
Traffic Crash Reconstructionist
Desk: 630-873-4667

Grage, Joseph

From: Grage, Joseph
Sent: Tuesday, July 16, 2019 5:59 PM
To: kyle.demmin@ring.com
Subject: Accepted: Invitation: Lombard Police Department & Ring Neighbors Portal Intro C... @
Mon Jul 22, 2019 1pm - 1:30pm (CDT) (3 3)

Grage, Joseph

From: Grage, Joseph
Sent: Thursday, July 25, 2019 1:05 PM
To: 'Kyle Demmin'; Ranallo, Benny
Cc: Ranallo, Benny
Subject: RE: Scheduling Webinar - Lombard PD

Can we do 9:30 to 10:30?



Lt. Joe Grage #754
Investigations/Traffic Safety Unit
Traffic Crash Reconstructionist
Lombard Police Department
235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667
Fax: (630) 873-4496
Email: gragej@villageoflombard.org
Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [<mailto:kyle.demmin@ring.com>]
Sent: Monday, July 22, 2019 1:39 PM
To: Grage, Joseph; Ranallo, Benny
Subject: Scheduling Webinar - Lombard PD

Hi Joe and Benny,

Thanks again for your time this afternoon. Before I send out the recap email and follow up information, would love to schedule the webinar first.

Does your team have availability on **Wednesday, July 31st from 10:00am - 11:00am CT?**

Those who need to attend the call:

- All coordinators (Primary, Investigations, PIO)
- Early users of Portal - Anyone from investigations or community outreach that you believe will be using Portal on a frequent basis

This will be a train the trainer type style. During the 2nd half of this call, I'll have one of the coordinators do a screen share where I'll walk everyone through a live process of creating a post or a comment.

Please confirm if this date works for everyone.

Best,

Kyle

--

Kyle Demmin

Partner Success Manager

kyle.demmin@ring.com

714-381-6291



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Santa Monica, CA 90404
www.ring.com



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Grage, Joseph

From: Grage, Joseph
Sent: Friday, July 26, 2019 2:17 PM
To: 'Kyle Demmin'
Cc: Ranallo, Benny
Subject: RE: Scheduling Webinar - Lombard PD

How about 2 PM?



Lt. Joe Grage #754

Investigations/Traffic Safety Unit
Traffic Crash Reconstructionist
Lombard Police Department
235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667
Fax: (630) 873-4496
Email: gragej@villageoflombard.org
Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]
Sent: Friday, July 26, 2019 10:55 AM
To: Grage, Joseph
Cc: Ranallo, Benny
Subject: Re: Scheduling Webinar - Lombard PD

Hi Joe,

I won't be able to make that time.

Do you have any time later in the day or afternoon? How about 1pm-2pm CT? My day is pretty wide open after 11:30am so if that time doesn't work, please let me know if there's a better time.

On Thu, Jul 25, 2019 at 11:05 AM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

Can we do 9:30 to 10:30?

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148



Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]

Sent: Monday, July 22, 2019 1:39 PM

To: Grage, Joseph; Ranallo, Benny

Subject: Scheduling Webinar - Lombard PD

Hi Joe and Benny,

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This will be a train the trainer type style. During the 2nd half of this call, I'll have one of the coordinators do a screen share where I'll walk everyone through a live process of creating a post or a comment.

Please confirm if this date works for everyone.

Best,

Kyle

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Kyle Demmin

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kyle.demmin@ring.com
714-381-6291



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Santa Monica, CA 90404
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Grage, Joseph

From: Grage, Joseph
Sent: Tuesday, July 30, 2019 2:20 PM
To: 'Kyle Demmin'; Ranallo, Benny
Subject: RE: Scheduling Webinar - Lombard PD

Good Afternoon,

What are some other dates?



Lt. Joe Grage #754

Investigations/Traffic Safety Unit
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Fax: (630) 873-4496
Email: gragej@villageoflombard.org
Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [<mailto:kyle.demmin@ring.com>]
Sent: Monday, July 22, 2019 1:39 PM
To: Grage, Joseph; Ranallo, Benny
Subject: Scheduling Webinar - Lombard PD

Hi Joe and Benny,

Thanks again for your time this afternoon. Before I send out the recap email and follow up information, would love to schedule the webinar first.

Does your team have availability on **Wednesday, July 31st from 10:00am - 11:00am CT?**

Those who need to attend the call:

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- Early users of Portal - Anyone from investigations or community outreach that you believe will be using Portal on a frequent basis

This will be a train the trainer type style. During the 2nd half of this call, I'll have one of the coordinators do a screen share where I'll walk everyone through a live process of creating a post or a comment.

Please confirm if this date works for everyone.

Best,
Kyle

--

Kyle Demmin

Partner Success Manager

kyle.demmin@ring.com

714-381-6291



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Santa Monica, CA 90404
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Grage, Joseph

From: Grage, Joseph
Sent: Wednesday, July 31, 2019 10:08 AM
To: 'Kyle Demmin'
Cc: Ranallo, Benny
Subject: RE: Scheduling Webinar - Lombard PD

How about Monday, August 5th at 1pm CST?



Lt. Joe Grage #754

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Traffic Crash Reconstructionist
Lombard Police Department
235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667
Fax: (630) 873-4496
Email: gragej@villageoflombard.org
Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]
Sent: Tuesday, July 30, 2019 2:47 PM
To: Grage, Joseph
Cc: Ranallo, Benny
Subject: Re: Scheduling Webinar - Lombard PD

Hi Joe and Benny,

Does tomorrow at 2pm no longer work? I'm available on Monday August 5th and Wednesday August 7th. Would one of those days work instead? We can narrow in on time from there.

Best,
Kyle

On Tue, Jul 30, 2019 at 12:20 PM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

Good Afternoon,

What are some other dates?

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148



Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]

Sent: Monday, July 22, 2019 1:39 PM

To: Grage, Joseph; Ranallo, Benny

Subject: Scheduling Webinar - Lombard PD

Hi Joe and Benny,

Thanks again for your time this afternoon. Before I send out the recap email and follow up information, would love to schedule the webinar first.

Does your team have availability on **Wednesday, July 31st from 10:00am - 11:00am CT?**

Those who need to attend the call:

- All coordinators (Primary, Investigations, PIO)

- Early users of Portal - Anyone from investigations or community outreach that you believe will be using Portal on a frequent basis

This will be a train the trainer type style. During the 2nd half of this call, I'll have one of the coordinators do a screen share where I'll walk everyone through a live process of creating a post or a comment.

Please confirm if this date works for everyone.

Best,

Kyle

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Santa Monica, CA 90404
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Grage, Joseph

From: Grage, Joseph
Sent: Wednesday, July 31, 2019 1:58 PM
To: kyle.demmin@ring.com
Subject: Accepted: Updated invitation with note: Ring Neighbors Portal Webinar - Lombard PD @ Mon Aug 5, 2019 1pm - 2pm (CDT) (3 3)

Grage, Joseph

From: Grage, Joseph
Sent: Monday, August 05, 2019 2:44 PM
To: 'Kyle Demmin'
Subject: RE: Excel Sheet
Attachments: Copy of Law Enforcement User List.xlsx



Lt. Joe Grage #754

Investigations/Traffic Safety Unit
Traffic Crash Reconstructionist
Lombard Police Department
235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [<mailto:kyle.demmin@ring.com>]
Sent: Monday, August 05, 2019 1:51 PM
To: Grage, Joseph
Subject: Excel Sheet

Hi Joe,

I'll follow up with longer email here shortly, but to expedite account invites I've attached the excel sheet we discussed.

I'll have the account invites sent over this evening once I get the file back.

Thanks!

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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[illegible]

[illegible]

Assigned Area
(Is this person assigned
to a specific beat/area
or the entire
jurisdiction?)

no

no

[illegible]

Grage, Joseph

From: Grage, Joseph
Sent: Tuesday, August 06, 2019 8:29 AM
To: 'Kyle Demmin'
Cc: Meade, Avis
Subject: RE: Excel Sheet

Hey Kyle,

Can you let us know when the post on the app is going to go out and what the wording is?



Lt. Joe Grage #754

Investigations/Traffic Safety Unit
Traffic Crash Reconstructionist
Lombard Police Department
235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667
Fax: (630) 873-4496
Email: gragej@villageoflombard.org
Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]
Sent: Monday, August 05, 2019 3:18 PM
To: Grage, Joseph
Subject: Re: Excel Sheet

Perfect, thanks for sending over.

I'll get these out tonight and we'll go live tomorrow.

I'll confirm tomorrow once everything is out.

On Mon, Aug 5, 2019 at 12:44 PM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148



Phone: (630) 873-4667

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Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]

Sent: Monday, August 05, 2019 1:51 PM

To: Grage, Joseph

Subject: Excel Sheet

Hi Joe,

I'll follow up with longer email here shortly, but to expedite account invites I've attached the excel sheet we discussed.

I'll have the account invites sent over this evening once I get the file back.

Thanks!

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Grage, Joseph

From: Grage, Joseph
Sent: Wednesday, August 07, 2019 9:06 AM
To: 'Kyle Demmin'
Subject: RE: Neighbors Portal Activated + PR Materials / Guidelines - Lombard Police Department - IL

Thanks Kyle...I am on the portal. I am up and running. I don't have any questions regarding the training, but I will reach out to you if something comes up. Thanks again!



Lt. Joe Grage #754

Investigations/Traffic Safety Unit
Traffic Crash Reconstructionist
Lombard Police Department
235 E. Wilson Ave. Lombard, IL 60148

Phone: (630) 873-4667
Fax: (630) 873-4496
Email: gragej@villageoflombard.org
Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]
Sent: Tuesday, August 06, 2019 3:07 PM
To: Grage, Joseph; Meade, Avis
Cc: Media
Subject: Neighbors Portal Activated + PR Materials / Guidelines - Lombard Police Department - IL

Hi Joe & Avis,

Reaching out to confirm that the in-app announcement has gone out and your Neighbors portal features are now fully active. Coordinators and Early Adopters should have received email invitations so they can log in and begin using Neighbors Portal.

PR materials and guidelines below are equally important to team success now that the partnership has shifted towards a public-facing conversation. Please review and circulate materials to your internal team as needed.

Ring's PR team is copied on this email (via media@ring.com) please be sure to connect with us if you receive any media inquiries.

Neighbors App PR Materials Folder ([click to access](#)) includes:

- Initial social media announcement templates (a great tool for informing the community)
- Key Neighbors App talking points
- Hi-res Neighbors App imagery

Custom Neighbors App Download Link: <https://download.ring.com/lombard>
Simple Text Code: 'lombardil' to 555888 from your smartphone. *(not case sensitive)*

Guidelines

- **All public facing messaging and materials that mention Ring and/or the Neighbors App must be approved by both parties**
- **Media inquiries and public requests for information about Ring or the Neighbors App should be flagged with both parties by contacting Ring's PR team via media@ring.com**
- **Per Ring's company policy, we do not publicly disclose any app user or device owner data**
- **Neighbors Portal back-end features should not be shared with the public, including the law enforcement Neighbors Portal on desktop view, the heat map, sample video request emails or the video request process itself as they often contain sensitive investigative information**

That's it for now! We'll be on standby for any questions and keep us posted on any plans for outreach.

All the best,
Kyle Demmin

--

[Kyle Demmin](#)

Partner Success Manager
kyle.demmin@ring.com
714-381-6291



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Santa Monica, CA 90404
www.ring.com



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Grage, Joseph

From: Grage, Joseph
Sent: Wednesday, August 07, 2019 1:17 PM
To: 'Kyle Demmin'
Subject: RE: Neighbors Portal Activated + PR Materials / Guidelines - Lombard Police Department - IL

Yep, lots of positive feedback.



Lt. Joe Grage #754

Investigations/Traffic Safety Unit
Traffic Crash Reconstructionist
Lombard Police Department
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Phone: (630) 873-4667
Fax: (630) 873-4496
Email: gragej@villageoflombard.org
Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]
Sent: Wednesday, August 07, 2019 12:49 PM
To: Grage, Joseph
Subject: Re: Neighbors Portal Activated + PR Materials / Guidelines - Lombard Police Department - IL

Awesome stuff. Just saw the post you put out. Great work!

On Wed, Aug 7, 2019 at 7:06 AM Grage, Joseph <GrageJ@villageoflombard.org> wrote:

Thanks Kyle...I am on the portal. I am up and running. I don't have any questions regarding the training, but I will reach out to you if something comes up. Thanks again!

Lt. Joe Grage #754

Investigations/Traffic Safety Unit

Traffic Crash Reconstructionist

Lombard Police Department

235 E. Wilson Ave. Lombard, IL 60148



Phone: (630) 873-4667

Fax: (630) 873-4496

Email: gragej@villageoflombard.org

Web: www.villageoflombard.org

Follow us:   

From: Kyle Demmin [mailto:kyle.demmin@ring.com]

Sent: Tuesday, August 06, 2019 3:07 PM

To: Grage, Joseph; Meade, Avis

Cc: Media

Subject: Neighbors Portal Activated + PR Materials / Guidelines - Lombard Police Department - IL

Hi Joe & Avis,

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That's it for now! We'll be on standby for any questions and keep us posted on any plans for outreach.

All the best,
Kyle Demmin

--

Kyle Demmin

Partner Success Manager
kyle.demmin@ring.com

714-381-6291



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Kyle Demmin

Partner Success Manager
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